



Northwest Territories Community Counselling Program Client Satisfaction Report 2018

INTRODUCTION

What is the Community Counselling Program?

The Community Counselling Program (CCP) offers free counselling services to all residents of the Northwest Territories (NWT). Services include assessment, crisis intervention, referrals for treatment, counselling, follow-up and aftercare. Community counselling positions are located in 19 communities across all 7 regions of the NWT, with telephone and fly-in services available to communities without a local counsellor.

About this Report

The NWT CCP Client Satisfaction Questionnaire is part of the Department of Health and Social Services evaluation and reporting system. Client Satisfaction is an indicator of the extent to which services and supports meet the needs of individuals and families, and is considered a key dimension of service quality. This is the third time this questionnaire has been administered in the NWT, with the previous two being done in 2013 and 2016.

This report presents findings for individuals currently accessing the CCP and individuals with previous experience accessing the CCP.

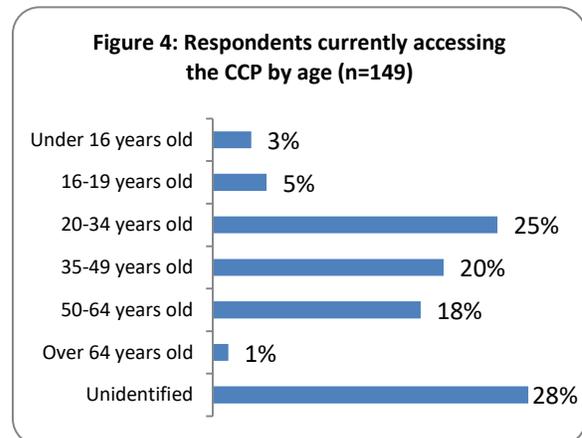
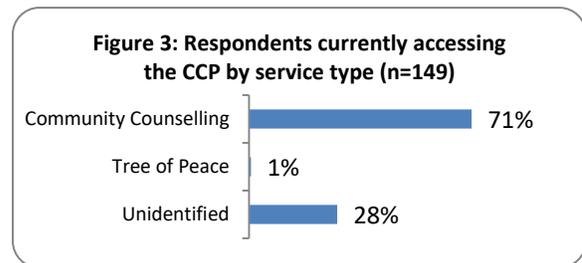
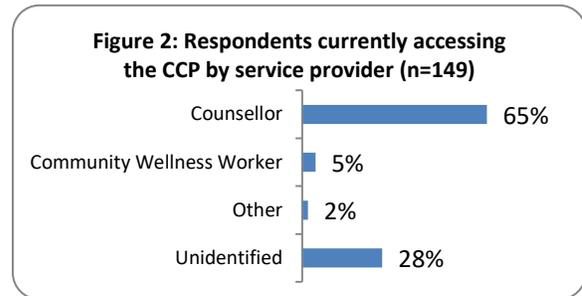
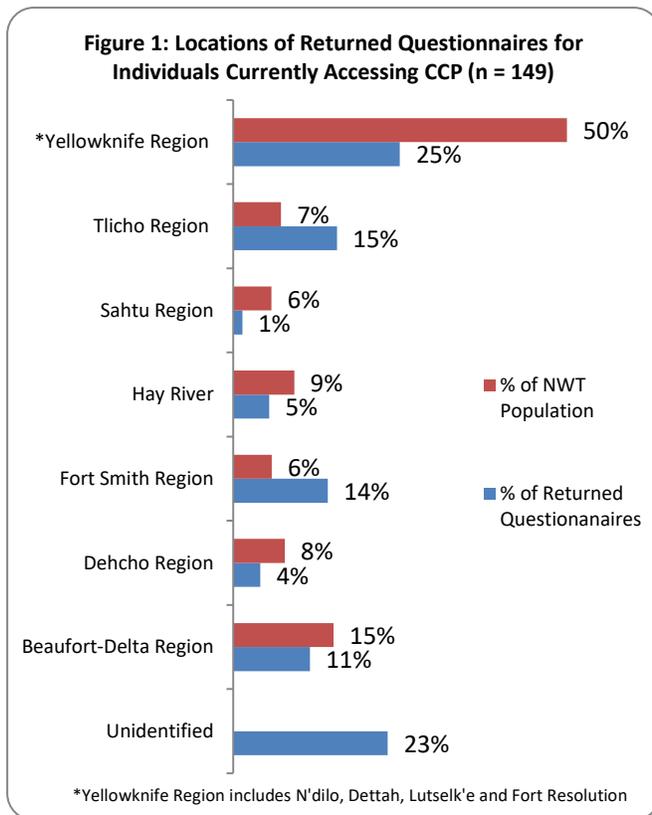
For those individuals currently accessing the CCP in 2018, an overview of respondent demographics is presented, followed by reported levels of satisfaction with: Quality of Service, Access to Services, Respecting Values and Preferences, and Communication and Education.

The report also presents findings on respondents' preferences for receiving information on programming and services, and provides information on what the CCP is doing well and what could be improved.

Findings from individuals with previous experience accessing CCP provide an overview of respondent demographics and information on what respondents liked about the program, reasons for discontinued participation, and suggestions for improvement.

FEEDBACK FROM INDIVIDUALS CURRENTLY ACCESSING THE CCP

A total of 149 questionnaires were returned for individuals currently accessing the program, where 88 were paper-based and 61 were online. While a response rate cannot be reported because the total number of unique individuals who accessed the CCP during the administration period is not available, returned questionnaires represented every region across the NWT. The majority of respondents received services from Community Counselling (71%, n=106) by a counsellor (65%, n=97). All age cohorts were represented in the completed questionnaires, where almost half of the respondents (45%, n=67) were between 20 and 49 years old.



Questionnaire Results

Quality of Service¹

This dimension focuses on respondents' perceptions of the overall quality and safety of the counselling service and environment.

- **85%** (n=108) of respondents reported being satisfied or very satisfied with their overall counselling experience
- **89%** (n=114) of respondents reported being satisfied or very satisfied with the skills and abilities of their counsellor
- **78%** (n=89) of respondents reported being satisfied or very satisfied with changes to the concern that originally brought them to counselling
- **76%** (n=91) of respondents reported being satisfied or very satisfied with the overall changes in their life since starting counselling
- **91%** (n=115) of respondents reported being satisfied or very satisfied with the safety of the counselling environment

Figure 5: Satisfaction with your overall experience with counselling services (n = 127)

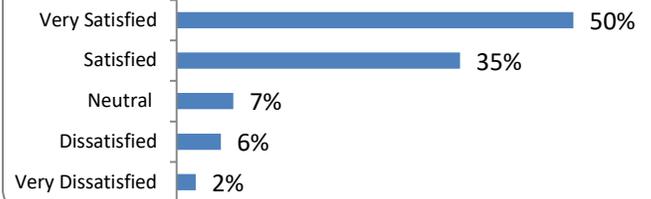


Figure 6: Satisfaction with the skills and abilities of your counsellor to provide professional support (n = 128)

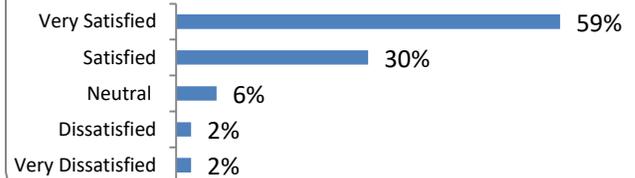


Figure 7: Satisfaction with changes to the original concern that brought you to counselling (n = 114)

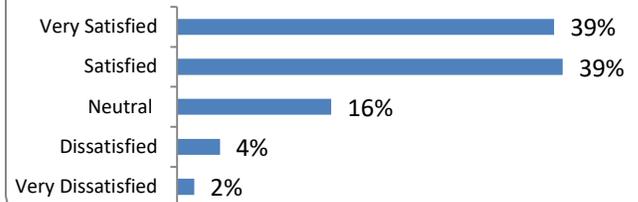


Figure 8: Satisfaction with overall changes in your life since starting counselling (n = 120)

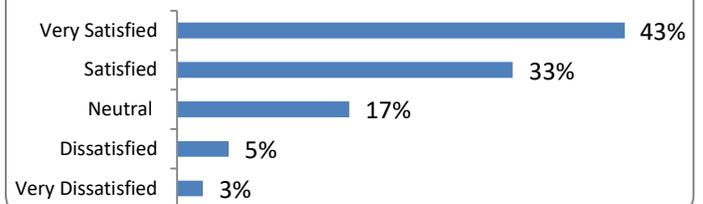
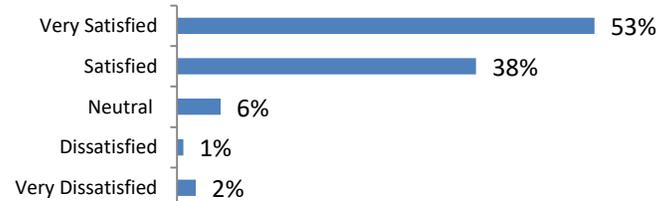


Figure 9: Satisfaction with safety of the counselling environment (n = 128)



¹ Numbers do not always add up to 100% due to rounding. Respondents were given the option to skip any questions they chose not to answer. As a result, the total number of respondents (represented by 'n' in the title of each figure) may change for each question.

Access to Services²

The quality of the counselling service is of little importance if the individual or family cannot access the service. Therefore, it is important to capture respondents' perceptions on program accessibility, and availability.

- **66%** (n=87) of respondents reported being satisfied or very satisfied with the wait time for counselling services
- **82%** (n=108) of respondents reported being satisfied or very satisfied with the location of counselling services
- **83%** (n=105) of respondents reported being satisfied or very satisfied with the available hours of counselling services

Figure 10: Satisfaction with Wait Time for Counselling Services (n = 131)

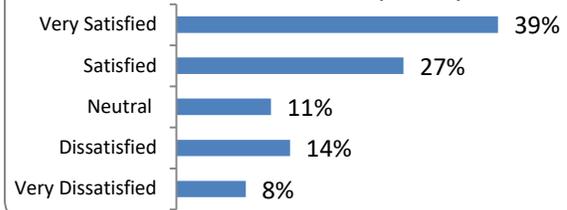


Figure 11: Satisfaction with Location of Counselling Services (n = 132)

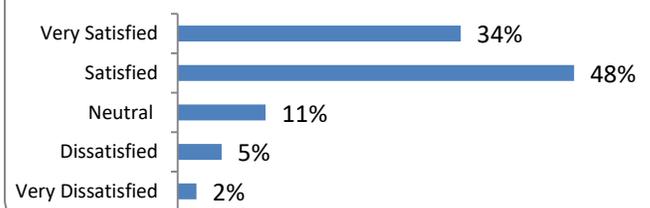
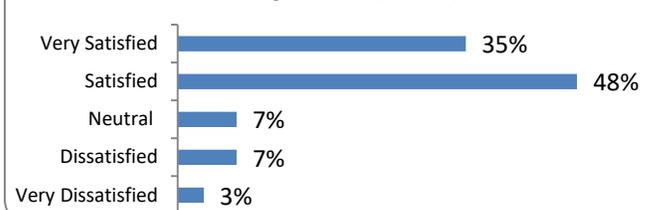


Figure 12: Satisfaction with Available Hours of Counselling Services (n = 127)



² Numbers do not always add up to 100% due to rounding. Respondents were given the option to skip any questions they chose not to answer. As a result, the total number of respondents (represented by 'n' in the title of each figure) may change for each question.

Respecting Values and Preferences³

This dimension of client satisfaction focuses respondents' perceptions on respect for individual/family values, preferences, and needs while accessing the CCP. It further focuses on aspects of shared decision making and participation in the counselling process.

- **91%** (n=115) of respondents reported being satisfied or very satisfied with the counsellors respect for their individual needs, preferences, and values
- **87%** (n=111) of respondents reported being satisfied or very satisfied with their involvement in decisions about their counselling experience
- **96%** (n=117) of respondents reported being satisfied or very satisfied with the confidentiality of their personal information

Figure 13: Satisfaction with respect for your individual needs, preferences, and values (n = 127)

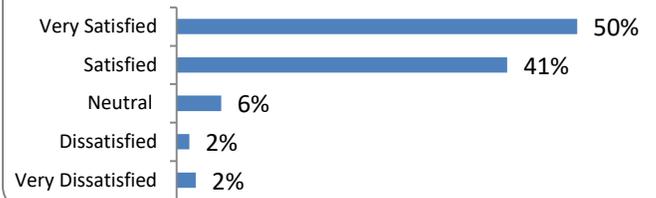


Figure 14: Satisfaction with your counsellor involving you in decisions around your counselling experience (n = 127)

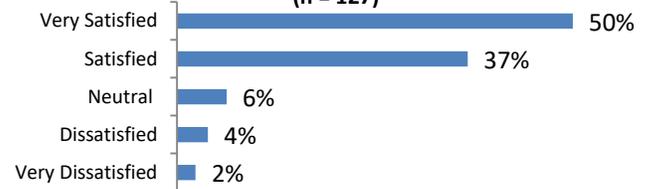
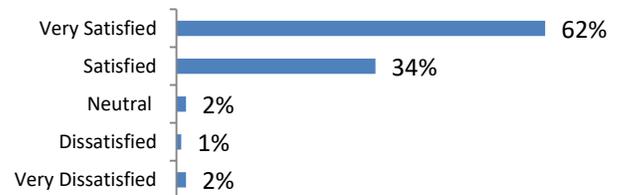


Figure 15: Satisfaction with confidentiality of your personal information (n = 122)



³ Numbers do not always add up to 100% due to rounding. Respondents were given the option to skip any questions they chose not to answer. As a result, the total number of respondents (represented by 'n' in the title of each figure) may change for each question.

Communication and Education⁴

Given that communication is a key facet of the counselling process, it is important to understand respondents' perceptions on level of comfort while asking questions or voicing concerns with their counsellor. Furthermore, it is vital that the counsellor communicate with individuals/families to ensure there is an understanding of the counselling process and other services available. The majority of respondents identified that they had heard of the CCP through friends and family, the health centre, or work. Other frequently mentioned responses included posters, social workers, the HSS website, probation officer, school, income assistance, and the NWT Help Line.

- **72%** (n=87) of respondents reported being satisfied or very satisfied with the information given to them on other programs and services
- **94%** (n=120) of respondents reported being satisfied or very satisfied with communication in the language they are most comfortable with
- **88%** (n=113) of respondents reported being satisfied or very satisfied with the level of communication between them and their counsellor
- **73%** (n=59) of respondents reported being satisfied or very satisfied with the process to report a concern or complaint
- **77%** (n=57) of respondents reported being satisfied or very satisfied with how their concerns or complaints were addressed

Figure 16: Satisfaction with information, including referrals, given to you about other programs and services to meet your needs (n = 121)

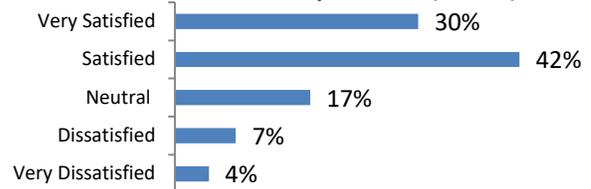


Figure 17: Satisfaction with communication in the language you are most comfortable (n = 127)

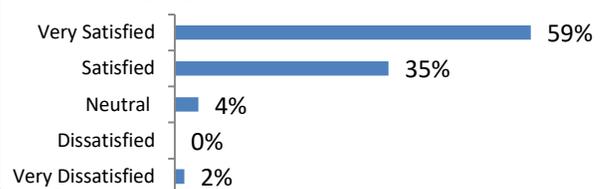


Figure 18: Satisfaction with communication between you and your counsellor (n = 128)

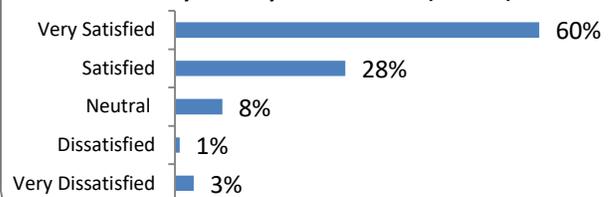


Figure 19: Satisfaction with the process to report a concern or complaint (n = 81)

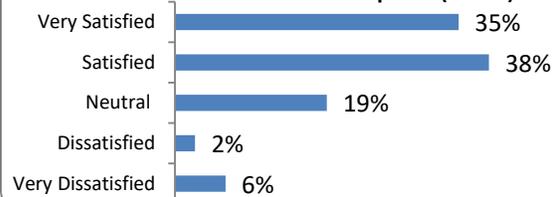
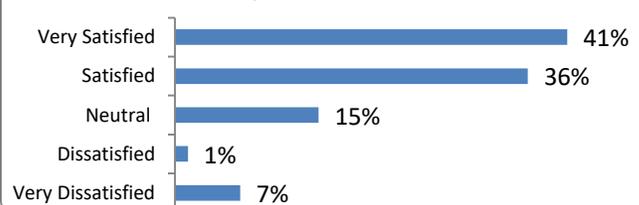


Figure 20: Satisfaction with how your reported concerns or complaints were addressed (n = 74)

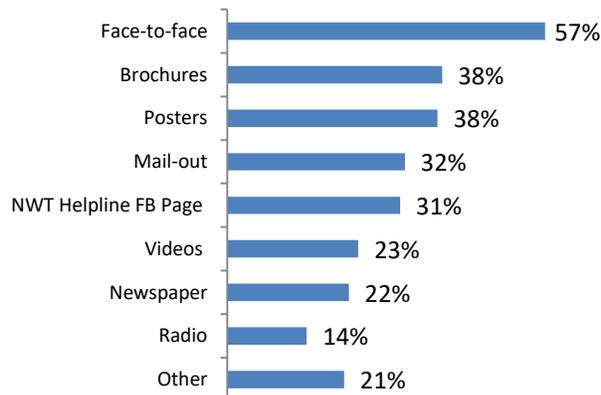


⁴ Numbers do not always add up to 100% due to rounding. Respondents were given the option to skip any questions they chose not to answer. As a result, the total number of respondents (represented by 'n' in the title of each figure) may change for each question.

Preferences for Future Programming

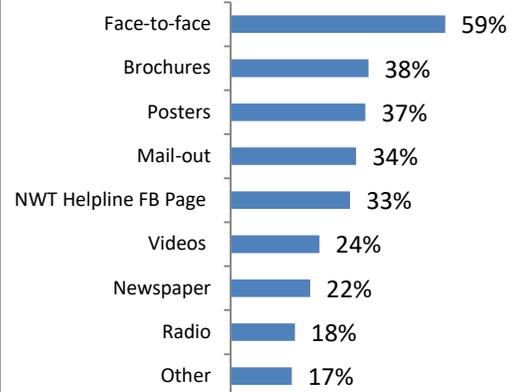
Respondents currently accessing the CCP were also given the opportunity to select preferences for receiving both general and specific information on mental health and addictions as well as programming and services related to mental health and addictions. Respondents were able to select more than one answer option to indicate their preferences. The graphs are organized to display the most selected options first. Examples of preferences under the category, “other,” included social media and emails.

Figure 21: Preferences for receiving general information about mental health and addictions (n = 120)*



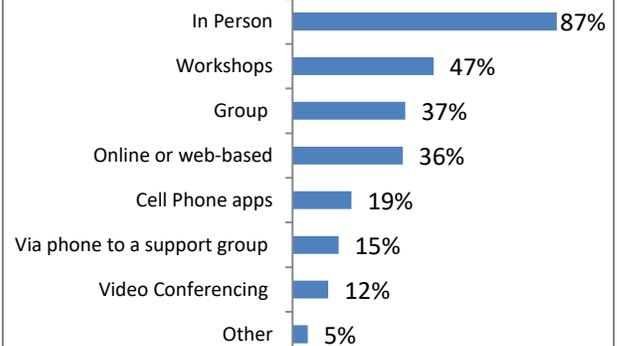
*Percentages do not total 100% because respondents were able to select more than one answer option

Figure 22: Preferences for receiving specific information about programs and services available to them for mental health and addictions (n = 119)*



*Percentages do not total 100% because respondents were able to select more than one answer option

Figure 23: Preferences for receiving programs and services for mental health and addictions (n = 118)*



*Percentages do not total 100% because respondents were able to select more than one answer option

Open Ended Questions

What are we doing well in CCP?

When asked what the CCP was doing well, the majority of respondents reported satisfaction with the overall counselling service. Specifically, respondents were satisfied with the format of counselling services (e.g. one-on-one, in-person, by telephone) and access to resources and additional information. The majority of respondents also reported satisfaction with the counsellor they were seeing. Respondents reported having good communication with their counsellor, so that they feel heard and supported in addressing their concerns and meeting their needs. Individual's also cited the program's ability to provide access to counselling services as something the program is doing well (e.g. access in their community, flexible scheduling of appointments, etc.).

What can we improve in CCP?

When discussing what could be improved in the CCP, the most frequent response was with respect to the wait times to get into the CCP program and have an initial appointment with a counsellor. Other suggestions included adding counsellors, altering service hours for more flexibility and convenience, changing the location to improve privacy, enhancing programming to address a variety of specific concerns (e.g. PTSD, addictions) as well as aftercare, and advertising the program more so that it is made available to more people across the NWT.

FEEDBACK FROM INDIVIDUALS WITH PREVIOUS EXPERIENCE ACCESSING CCP

Individuals no longer accessing CCP were invited to provide comments on their previous experience. Findings include respondent demographics and information on what respondents liked about the program, reasons for discontinued participation, and suggestions for improvement.

A total of 168 online questionnaires were returned from individuals who had previous experience with CCP, but are no longer accessing the program. Completed questionnaires were returned from every region across the NWT. About a fourth of the respondents (26%, n=43) reported last attending CCP less than 1 year ago. About half of the respondents (54%, n=90) received services from Community Counselling with 1% receiving services from the Tree of Peace and 45% not identifying where services were received. All age cohorts were represented in the completed questionnaires, where almost half of the respondents (47%, n=79) were between 20 and 49 years old, similar to the age distribution of respondents who are currently accessing the CCP.

Figure 24: Locations of returned questionnaires for individuals with previous experience accessing CCP (n = 168)

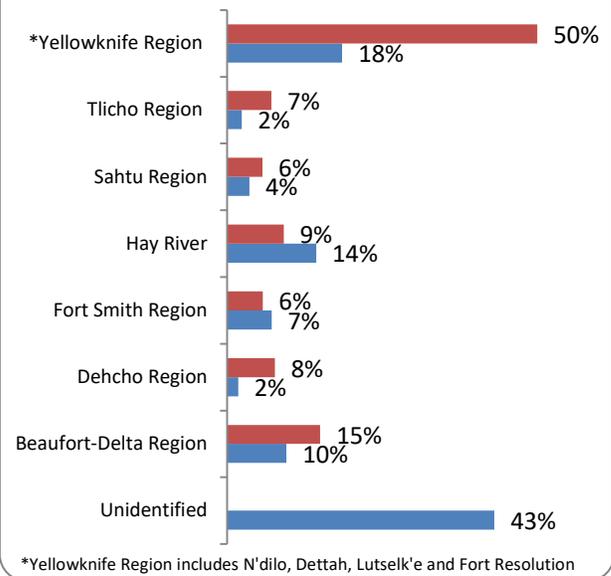


Figure 25: Years since respondents last attended CCP (n = 168)

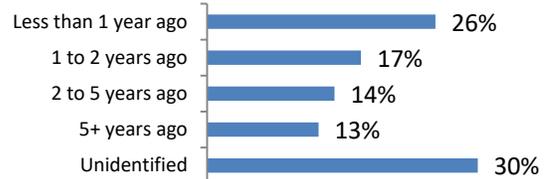


Figure 26: Respondents with previous experience accessing CCP by service type (n = 168)

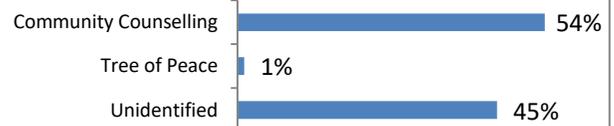
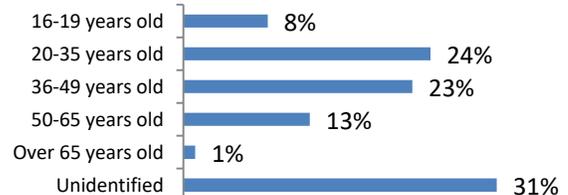


Figure 27: Respondents with previous experience accessing CCP by age (n = 168)



Open Ended Questions

What did you like about the CCP?

When asked what individuals with previous experience accessing CCP liked about the program, respondents most frequently cited satisfaction with the counsellors they saw. Respondents also appreciated that the CCP offered access to services in various communities at no cost. A few respondents appreciated the various modalities to receive counselling services (e.g. one-on-one, by telephone, in a group). Those that accessed counselling services through group sessions appreciated the connection to others and peer support. Some respondents reported disliking the program without citing specific reasons.

What is the reason you no longer attend the CCP?

When asked why they no longer attend the CCP, respondents most frequently noted that they felt they no longer needed to attend the program because the counselling service helped resolve or make progress with their original concerns. However, there were also some respondents who noted that they didn't feel the program was working for them or that they did not like or feel comfortable with their counsellor. Other responses noted barriers in accessing the program (e.g. hours of operation, travel, wait times, no in-community counsellor, failing to be contacted by the CCP after intake, etc.), staff turnover, and concerns with confidentiality and privacy.

What could have made your experience with the CCP better?

When asked what could have improved their counselling experience, the majority of respondents reported wanting better trained counsellors, with specific suggestions including trained healthcare professionals, as well as training in trauma-informed practice and cultural competency. Concerns varied, with some respondents feeling like there was not enough care or empathy from the counsellor, and others noting confidentiality and privacy concerns. A number of respondents also noted concerns with staff turnover and the difficulty with not having a steady person in the counselling role. Other suggestions focused on access to services, requesting improved hours (e.g. availability in the evening), reduced wait times, increased in-community counselling services, increased variety of services (e.g. in-home, by telephone, or group sessions), and more private service locations.

Methodology

The 2018 CCP Client Satisfaction Questionnaire was administered from August 15 to October 15, 2018 in all facilities offering the CCP program. All individuals who attended an appointment were to be given the questionnaire once during the administration period. The questionnaire was also available online for the first time. The self-administered questionnaire was available in English and French and interpreter services were available to those requesting service in another official language.

The questionnaire methodology changed in 2018 to include the use of more neutral wording to reduce potential response bias.

Neutral wording was used when asking respondents to assess level of satisfaction with the CCP rather than a respondent's level of agreement to a positive statement. It is important to note that any changes from previous administration years in reported satisfaction for a specific indicator may be a result of the changes made to the questionnaire rather than of an accurate reflection of an increasing or decreasing trend.

While the result is an overall improvement in the quality of the questionnaire, it means comparisons between the 2016 results and the 2018 results are not possible.

This was also the first year that a separate set of questions was made available online for individuals who had previous experience with the CCP but were no longer accessing the program. This was done to better understand reasons why individuals were no longer accessing the CCP and identify areas for improvement.

Comments provided in response to open ended questions were analyzed for recurring themes, which informed the findings presented in this report.



If you would like this information in another official language, call us.

English

Si vous voulez ces informations dans une autre langue officielle, contactez-nous.

French

Kĩspin ki nitawih̄tĩn ē nih̄yawih̄k ōma ācimōwin, tipwāsīnān.

Cree

Tłjchq̄ yatı k'ęę. Dı wegodi newq̄ dè, gots'ō gonede.

Tłjchq̄

ʔerih̄t'is Dēne Sų́nė yatı t'a huts'elkēr xa beyáyatı theʔą ʔat'e, nuwe ts'ēn yóftı.

Chipewyan

Edı gondı dehgáh got'je zhatıé k'ęę edat'éh enahddhę nıde naxets'ę edahfı.

South Slavey

K'áhshó got'jne xədə k'é hederı ʔedjht'ė yerınıwę nıde dúle.

North Slavey

Jii gwandak izhii ginjik vat'atr'ijąhch'uu zhit yinothan jı', diits'āt ginokhii.

Gwich'in

Uvanittuaq ilitchurisukupku Inuvialuktun, ququaqluta.

Inuvialuktun

Ĉ'bdĠ ŠŠ'bbΔĊ ΛϳLJΔŦĊ Δ.ɔbŠĠĊ-ŦbŦLĠŠb, ɔ'ŦŦŦ.ɔĊ ɔ'ŦbĊŦŦ.ŦŦŦŦŦ.

Inuktitut

Hapkua titiqqat pijumagupkit Inuinnaqtun, uvaptinnut hivajarlutit.

Inuinnaqtun

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Government of / Gouvernement des
Northwest Territories / Territoires du Nord-Ouest